



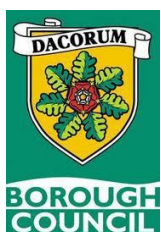
HEATH LANE - DOUBLE YELLOW LINE RESTRICTION

Dacorum Borough Council

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1. EXECUTIVE SUMMARY

The consultation period ran for 28 days from **15th May to 12th June 2018**.

The consultations documents were hand delivered to 94 properties within close walking distance of the existing parking place on Heath Lane.

A total of 13 individual responses were received during the consultation period.

An even number of responses were in support and objection with 6 responses (46%) in both support and objection of the scheme proposals with one neutral representation given.

Those indicating their support for the double yellow line restriction suggested that the proposals will improve safety along that section of Heath Lane by putting 'a stop to dangerous kerb-mounting by cars' as the section of highway is becoming 'increasingly dangerous', 'repeatedly witnessing cars driving on the pavement whilst there are pedestrians using it'.

Representations in objection to the proposals suggested the proposed changes will reduce the amount of residential parking available and are unsuitable as 'parking is extremely limited' already and the scheme will only reduce these parking spaces. Objections also suggested that parents are currently using the area outside of residential properties to park despite not having a 'Zone C parking permit' and that the double yellow line restrictions proposed will be ignored.

A suggestion submitted by one of the Borough Councillors for Boxmoor suggested the idea of adding a timed restriction on the bay rather than replacing it with a double yellow line which would only operate at peak hours when the traffic is problematic therefore not removing residential parking.

The neutral representation submitted expressed being 'broadly in support' of the scheme suggesting that the 'current situation is an extreme nuisance and potentially dangerous' however 'a successful outcome will only be achieved with appropriate enforcement' and that 'the proposals will push anti-social parking into other locations'.

The following conclusions can be made based on these representations:

1. All representations agreed that a change in parking arrangements on Heath Lane is required to increase safety of road users and pedestrians.
2. The scheme proposals may need to be reconsidered to better accommodate resident parking in the immediate area.



Recommendation:

Project Centre recommend, based on the feedback from the consultation, and due to the safety reasons highlighted by Hertfordshire County Council to proceed with implementing the changes as proposed on Heath Lane.

The final decision will need to be made by Dacorum Borough Council on whether or not to implement the changes as consulted or if any amendments are required to the proposals.

2. INTRODUCTION

Dacorum Borough Council (DBC) received instruction from Hertfordshire County Council, the highway authority, to make changes to the current parking arrangements due to safety issues on a section of Heath Lane, between Cemetery Hill and the Heath Lane Childrens Centre.

The proposals suggest replacing the section of parking on the eastern side of Heath Lane between Cemetery Hill and the entrance of Heath Lane Children's Centre with:

1. a double yellow line restriction to operate at all times,
2. a loading restriction to operate 7:30am to 9:30am and 3pm to 4:30pm Monday to Friday

A plan of the proposals along with the consultation letter can be found in **Appendix A** of this report.

The proposals also include a loading restriction intended to operate between 7:30am and 9:30am and 3pm and 4:30pm, Monday to Friday.

This will mean that no vehicles will be able to wait in this area between 7:30am and 9:30am and 3pm and 4:30pm.

DBC consulted residents and the proposals were issued in the form of a plan and an accompanying covering letter which were delivered to all properties affected by the proposals.

Comments were submitted either via email to: dacorum-consultaion@projectcentre.co.uk or in writing to Dacorum Borough Council (DBC) and have been analysed in order for the council to make a final decision on whether or not to progress with the scheme proposals.

3. FORMAL CONSULTATION

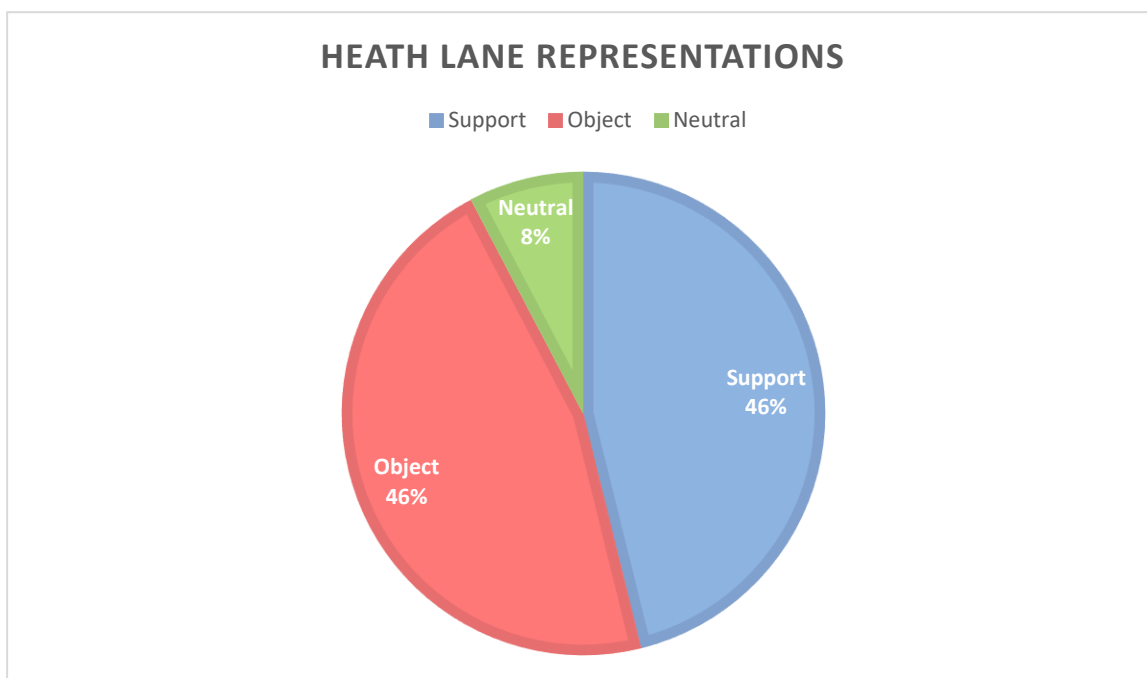
The consultation period ran for 28 days from **15th May to 12th June 2019**.

The consultation included properties located nearby to the section of Heath Lane where changes to the current parking arrangements are proposed.

The consultations documents were hand delivered to 94 properties nearby to the proposed changes on Heath Lane.

3.1 Consultation Results

	Support	Object	Neutral
Heath Lane	6	6	1



Details of comments submitted as part of this consultation can be found within **Appendix B** of this report.

3.2 Responses in Support of the proposals

6 responses were received in support of the proposals. All of these agreed that the proposals would help to increase the safety of the section of Heath Lane in consideration. One response in support suggested that the current parking situation causes tailbacks with another stating that they have 'witnessed drivers driving on the pavement because they can't see if the way is clear' and that this occurs 'pretty much every day' putting 'small children walking to school at risk'.

A similar comment in support of the proposals was submitted by a parent of a child attending South Hill Primary School regarding cars driving on the pavement whilst pedestrians are using it as well as another comment from another parent suggesting that proposals are a 'great initiative' and that vehicles have been seen mounting the whole pavement and blocking the entire walkway in the past.

One representation supports the proposals however puts forward concern that the reduction in parking spaces in Heath Lane could result in more parents parking their vehicles in their private car park.

3.3 Responses in Objection to the proposals

Although there were 6 responses that indicated objection to the proposals, all do agree with the scheme in principal and agree that improvements to road safety on Heath Lane are required. The comments indicate that the proposals do not show enough consideration for the residents as residential parking is already 'extremely limited' and the scheme will 'restrict it further'.

One comment submitted in objection to the scheme proposals, suggested they had various concerns regarding the plans. The response suggests that 'By removing these spaces between the nursery school and Cemetery Hill, this is going to move the parking issues further away' stating also that they 'already suffer parents parking outside' their property with few if any having Zone C parking permits. The comment also states that whilst 'parents park dangerously around the nursery school and South Hill primary school', 'little is done to give them parking fines for parking on yellow lines/residents bays or on the corners of junctions', believing that 'the proposals will be a waste of time and money if they are not enforced'.

Another objection suggested that 'the western parking should be made resident only at all times' and that a couple of extra spaces should be added to the western side or a few should be kept on Cemetery Hill.

A response from a resident of Cemetery Hill gave 'strong objection' to the proposals going on to say that 'often there is very little room to park on Cemetery Hill and we have to park on Heath Lane - with this restriction we will be paying for a permit and

literally have nowhere to park'. This resident was in agreement 'that the traffic is terrible during school drop off and pick up time' and suggested that restrictions are imposed 'then surely it could be just for those school times at least allowing us to park in the evenings and weekends'.

One comment in objection suggests that the scheme is not beneficial for residents and the 'proposed plan will affect the residence 24/7 whereas the people causing the issue, for example, the parents will only be affected for the 30 minutes that they are actually there Monday to Friday during school terms'. The comment also suggests concern that 'unless the double yellow lines are enforced during these particular school run hours, parents will simply stop in the middle of the road and ignore double yellow lines'.

4. CONCLUSIONS & RECOMMENDATIONS

4.1 Conclusions

An even amount of representations were given in support and objection to the proposals, both taking up 46% of the representations. All 6 objections agreed that a change in parking arrangements on Heath Lane is required, most provided alternative options that they feel would better suit the residents of the area. Full details of the comments can be found in **Appendix B**. The main concern of those indicating their objection that the scheme will reduce the amount of resident permit parking available.

A representation received from a local member suggested the possibility of implementing 'a single yellow line with a time restriction of 8-6' as 'residents are concerned at the loss of valuable resident parking overnight 365 days a year for a problem that only occurs for a half-hour period twice a day for 190 days of the year.' Based on the comments received there are two approaches which Dacorum Borough Council may wish to consider, either continue with implementing the double yellow line and loading restriction as proposed or review the proposals with considerations to the suggestions given in the consultation responses.

4.2 Recommendations

The proposed recommendation, due to the safety reasons highlighted by Hertfordshire County Council, is to proceed with the changes as consulted.

The final decision will need to be made by the Portfolio Holder on whether or not this is the most suitable approach.



Appendix A – Consultation Material



PARKING CONTROLS CONSULTATION

IMPORTANT DOCUMENTS ENCLOSED

May 2019

Dear Householder/Proprietor,

Statutory Consultation: Heath Lane - Double Yellow Line and Loading Restriction.

Dacorum Borough Council received instruction from Hertfordshire County Council to make changes to the current parking arrangement due to safety issues on Heath Lane.

Dacorum Borough Council propose the following:

To replace the section of parking on the eastern side of Heath Lane between Cemetery Hill and the entrance of Heath Lane Children's Centre with a double yellow line restriction to operate at all times. There will also be a loading restriction applied to this area operating from **7:30-9:30am and 3:00-4:30pm Monday to Friday**.

This will mean that no vehicles will be able to wait in this area between **7:30-9:30am and 3:00-4:30pm on weekdays**.

These restrictions will mean that no vehicle can park on this section of Heath Lane at any time. Please see enclosed plan for further details.

This letter and accompanying plan is to advise you that the Traffic Regulation Order (TRO) required to make the change operational has been published. The publication of the TRO marks the beginning of a statutory consultation period that will last for 28 days from **15th May to 12th June 2019**.

During this period anybody may comment or submit representations to the proposals, however, **no significant changes can be made to the proposals from this time**; we want to know if you support the introduction of the proposals or whether you object to them so please respond to this consultation. Support or objection must be made in writing, stating the grounds on which they are made and sent to the address at the top of this letter or via email to dacorum-consultation@projectcentre.co.uk to be received by e-mail by 23:59 on **12th June 2019** or by last postal delivery to the above address on **14th June 2019**.

Summary information on how the changes will work is set out in this letter. Plans are also available to view at the main reception desk at The Forum, Marlowes, Hemel Hempstead HP1 1DN during normal opening hours (Monday to Thursday: 8.45am to 5.15pm, Friday: 8.45am to 4.45pm excluding public holidays).

Please note as this is a statutory consultation, correspondence on the proposals cannot be entered into. All comments received will be reported to the Council who will make a decision on how to proceed after considering the feedback from the consultation.

Yours sincerely,

Dacorum Borough Council working in association with Project Centre Ltd

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What are the proposals

To replace the section of parking on the eastern side of Heath Lane between Cemetery Hill and the entrance of Heath Lane Children's Centre with a double yellow line restriction to operate at all times and a loading restriction that operates from Monday to Friday from 7:30-9:30am and 3:00-4:30pm

Why are the council making this proposal?

The current layout of the road restricts sight lines and has resulted in vehicles meeting where the current parking bays change from the eastern to the western side of the road, where the "perceived vehicular right of way" changes. This has resulted in vehicles mounting the pavement to avoid collision putting pedestrians at risk. This is a particular issue at school drop-off and pick-up times when pedestrian traffic is at its peak. The Highway Authority (Hertfordshire County Council) have instructed the Borough Council to take measures to improve the safety of pedestrians and vehicles in this section of the Controlled Parking Zone.

What about deliveries, traders carrying out work and carers?

Deliveries will not be able to be made on this small section of double yellow line Monday to Friday from 7:30-9:30am and 3:00-4:30pm however deliveries will be able to be made at other times and in other areas at all times as normal.

How will the proposals be enforced?

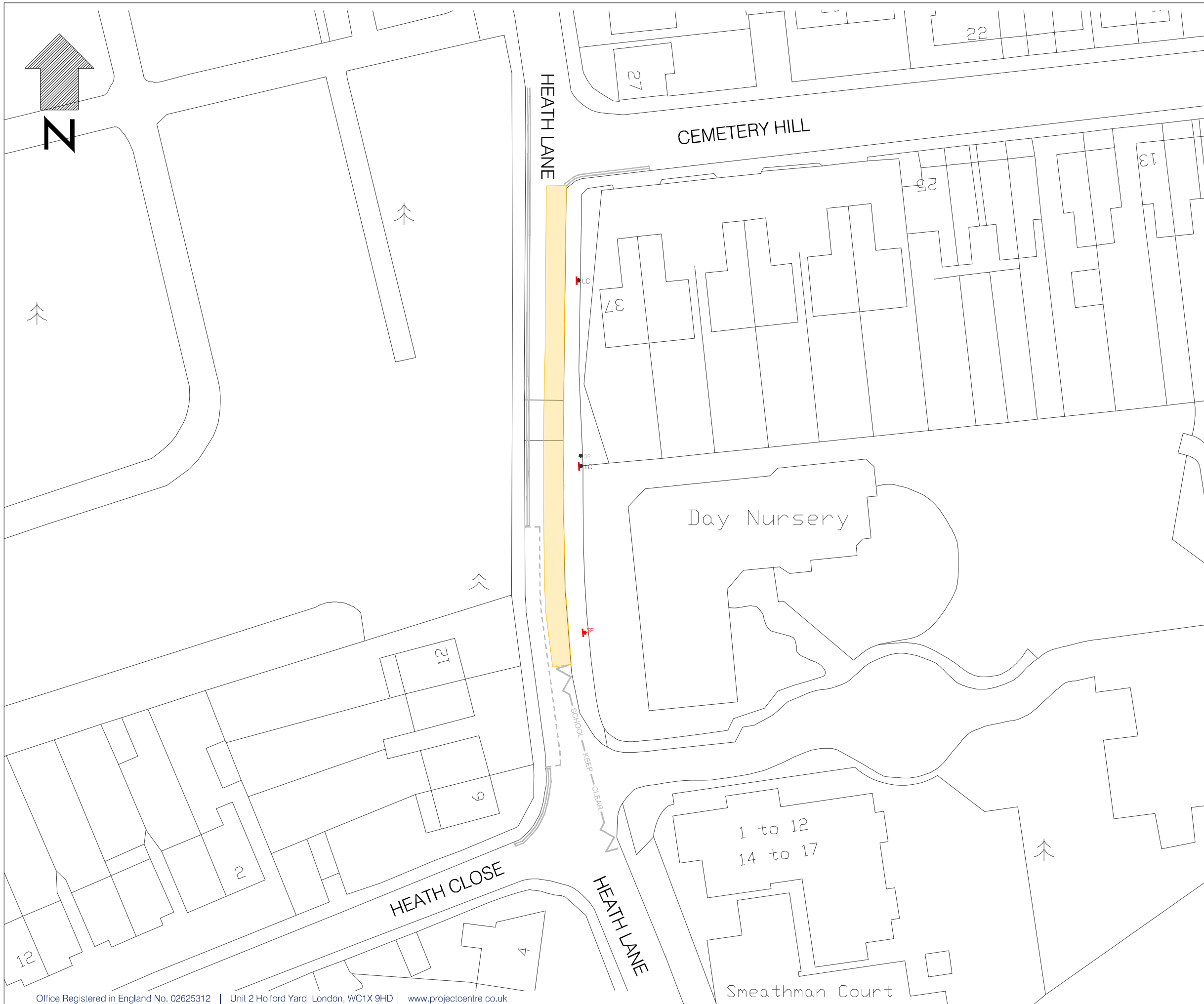
The Council's Civil Enforcement Officers will patrol the area at varying times during operational hours to ensure compliance. Any vehicle parked and not complying with restrictions will be issued with a Penalty Charge Notice.

What happens next?

When the responses from the statutory consultation have been collated and a report produced, your councillors will make the final decision on whether or not to implement the scheme.

Data from this consultation will be collected and held by Project Centre and Dacorum Borough Council. The data will be used to produce a consultation report and to provide feedback to Councillors. Individual residents will not be identified in the consultation report without permission. The consultation report will be a public document. The Council's privacy policy can be found at the following link: <http://www.dacorum.gov.uk/home/tools/privacy-statement>





KEY

- Existing no waiting at any time
- Existing shared use bay
- Proposed no waiting at any time and no loading Mon - Fri 7.30-9.30am and 3.00-4.30pm
- Existing sign to be removed and replaced with new sign no loading Mon-Fri 7.30-9.30am and 3.00-4.30pm
- Proposed new post and sign no loading Mon-Fri 7.30-9.30am and 3.00-4.30pm

Rev	Date	Description	Drn	Chk	App

ORIGINAL ISSUE
 This drawing has been specifically prepared to meet the requirements of the named client and may contain design and innovative features which differ from conventional design standards.



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Client

Project DACORUM BOROUGH COUNCIL
 HEATH LANE PARKING AMENDMENTS

Drawing Title HEATH LANE

Drawing Status **FOR INFORMATION**

Drawn MS	Designed -	Date APRIL 2019	Scale 1:500	Size A3
Drawing No. 1000005462-2-SK02-01				Rcv -



Appendix B – Consultation Comments

Heath Lane Parking Amendments

***All comments are reproduced word for word as written by the respondent**

COMMENT	<ul style="list-style-type: none"> • Support • Neutral • Object
<p>I am writing in response to the consultation letter that has just arrived on my door mat regarding proposed double yellow lines near Heath Lane nursery school.</p> <p>I live at XXX Heath Lane. I am concerned about these proposals for several reasons:</p> <p>Parents park dangerously around the nursery school and South Hill primary school and little is done to give them parking fines for parking on yellow lines / residents bays or on the corners of junctions, just so they take their kid(s) to school.</p> <p>By removing these spaces between the nursery school and Cemetery Hill, this is going to move the parking issues further away. I already suffer parents parking outside my property, sometimes blocking my drive. Few, if any have the zone C parking permit, yet don't seem to get a parking ticket!!</p> <p>I realise the impact of cars parking in the affected area has on pedestrian safety, but the fundamental issue is not being addressed by the council, ie, too many people using cars to go to and from school rather than walking.</p> <p>The proposals will be a waste of time and money if they are not enforced. I see little evidence of enforcement of the current rules, so I am somewhat sceptical.</p> <p>Herts CC needs to provide suitable off road parking for school traffic and Dacorum need to enforce the rules that are already in place.</p>	
<p>To whom it may concern,</p> <p>Myself and my husband object to the proposal.</p> <p>I appreciate that no changes can be made, but we would not object if there was consideration for the following:</p> <ul style="list-style-type: none"> - The western parking should be made resident only at all times and - Keep some of it, either add a couple of extra to the western side or just keep a few by Cemetery Hill. <p>The overall point is valid, but this proposal shows no consideration for the residents. Already parking is extremely limited due to the schools and this restricts it further with no alternatives. A middle ground could be reached, this however is not it.</p>	
<p>I would like to express my strong objection to the proposal to impose these additional parking restrictions. I live in Cemetery Hill and therefore pay for permit parking. Often there is very little room to park on Cemetery Hill and we have to park on Heath Lane - with this restriction we will be paying for a permit and literally have nowhere to park - at that point will you refund my permit fee?</p> <p>I agree that the traffic is terrible during school drop off and pick up time. I would like to point out that this is no fault of the residents but of extra school traffic and waiting cars during that time. At other times of day there is no problem at all - and I would like to point out that when it was proposed to expand South Hill school I pointed out that this would increase traffic unacceptably but I was of course ignored. If you must impose restrictions then surely it could be just for those school times at least allowing us to park in the evenings and weekends. As school catchment areas are small perhaps it would be better to do more to encourage walking to school.</p>	
<p>I am writing to you in response to your letter informing the local residents of Heath Lane of the new proposed parking restrictions outside the Nursery School and would like to take this opportunity to give you some feedback on these plans.</p>	

<p>I live at no X Smeathman Court and as you are aware this is situated between the Nursery and Primary Schools. Having lived here for the past year and a half and working from home, I would firstly like to acknowledge and support your statement in that the current parking is in fact ill designed and I agree that due to the current parking arrangements this does indeed create major health and safety concern for school children when Heath Lane becomes congested by the parent's drop off and pick up.</p> <p>I absolutely agree that there needs to be a change to the parking arrangements on this section of Heath Lane. However, I do object to your particular solution to this issue as I hate to say, will only penalise the residents who already live in this area and use this parking as a necessity on a daily basis. The fact that parents are allowed to park here as the current restriction is that you have to have a C parking pass or 30 mins no return within 2 hours is not the residences fault. The issue which you address is specific to only the school runs which affect between the hours of 08:00 – 09:30 and 15:00 – 16:30. Your proposed plan will affect the residence 24/7 whereas the people causing the issues i.e. the parents will only be affected for the 30 minutes that they are actually there Monday to Friday during school term. I would like to reiterate that they are the cause for concern, NOT the residence permanent parking .</p> <p>It is from my experience that unless the double yellow lines are enforced during these particular school run hours, parents will simply stop in the middle of the road and ignore double yellow lines to pick up their children and at this point every day, there is also no parking for residents.</p> <p>At Smeathman Court, all the residence are only permitted one parking space and therefore, for some of us who have a second vehicle have no option but to purchase a parking pass C from the Dacorum Borough Council (£25 for the first car and £40 for the second car). As my flat mate and I share the parking, I do indeed pay the full £40 to park my vehicle on the road. Most of the time I can find parking outside X Heath Lane, however, sometimes it has been near impossible to park here and have been forced to park on the opposite side of the road (the section you are proposing to make a permanent double yellow line with no leniency).</p> <p>I am a young female and I work in the XXX which means when I do work away from home, sometimes I can be returning from work anywhere between 00:00 – 03:00; and therefore, being able to park on the road close to my home is of utmost importance to me as I am often on my own with a lot of equipment to carry. If you were to continue with your proposed plans and there were no spaces to park on Heath Lane then I would be forced to park some distance away which would then consequently put my safety at risk when I return from work.</p> <p>I understand and appreciate that there does need to be a solution, which is why I wanted to also help provide an alternative option which I feel would satisfy both the council and the residences living here. This would allow for parking for genuine residence whilst achieving the ultimate goal of making the roads and pavements safe for the school children.</p> <p>I would like to thank you in advance for reading my concerns and I do hope that you will seriously consider using my alternative solution to fix both of our issues. I have used google images to illustrate to you my plan which you will find in the appendix to this letter.</p>	
<p>Based on the paperwork you have send out I would like to take in consideration the following</p> <p>Give the homeowners on 6 – 8 – 10 – 12 Heath Lane opportunity to park in the area in front of said houses / properties on the West side of Heath Lane as per the parking scheme for the 'C' area only – like for all other residents in Heath Lane – parking for Permit Holders ONLY!</p> <p>By extending the area in front of Heath Lane Cemetery – West side of Heath Lane – for those picking up / dropping off their children allowing 30 minutes only in the area ONLY in front of the cemetery.</p> <p>That would help us and give us the same parking opportunity as for others living in Heath Lane and Heath Close.</p>	
<p>As one of the Borough Councillors for Boxmoor, I would like to offer the following input.</p> <p>I agree that Heath Lane is a dangerous stretch of road at busy times of the day and that this needs attention. However, care needs to be taken that the daily, year-round needs of residents who need parking are not lost because of two half-hour periods of difficulty on approximately 190 days of the year. I would like to suggest that removing the parking bay, whilst a good idea in principle, reduces residents' access to parking at the same time as doing nothing to change the traffic pressure that causes the problem. I, therefore, make the following suggestion:</p> <p>The bay has parking restrictions on school days (ie M-F in term-time) between certain hours (I have seen such a system work very well in the residential streets near Hertfordshire University in Hatfield) but is otherwise available for resident parking. I am sure some focused warden scrutiny would soon reap the desired effect of having the bay empty at the necessary times. Then, I suggest that</p>	

<p>the relevant authorities, which I understand to be Hertfordshire County Council (the highway authority) and DBC's Strategic Planning and Regeneration Team, work with the Schools in question to consider how their parental communities can be encouraged to make alternative arrangements to drop-off and pick-up (such as use of South Hill School's lower gate or the Sports Centre overflow carpark at the bottom of Hemel School field (which I believe is Hemel School's land anyway). In this way, the underlying traffic and safety problem can be addressed.</p> <p>Rather than change one small aspect of the problem, I would rather see a long-term solution to the wider problem considered. It is also a concern that removal of the bay will further restrict residents' parking, moving a problem on elsewhere.</p> <p>Rather than lose the bay altogether, the bay could be timed so that it is not in use at the peak hours when the traffic is problematic. Some residents are concerned at the loss of valuable resident parking overnight 365 days a year for a problem that only occurs for a half-hour period twice a day for 190 days of the year. Is there any reason why a more sophisticated solution such as this would not work? It might even be that it is not kept as a bay but has a single yellow line with a time restriction of 8-6?</p>	
<p>We are broadly in support of your proposals, the current situation is an extreme nuisance and potentially dangerous as is inferred in your letter.</p> <p>However we would make the following observations:</p> <p>A successful outcome will only be achieved with appropriate enforcement. Over many years we have observed that many who stop vehicles at this location and elsewhere on Heath Lane have scant regard for road markings and signage.</p> <p>It is a certainty that the proposal will push anti-social parking into other locations, notably into Cemetery Hill where we live and enjoy paying for residents' parking provisions. It is already the case that during the 'school run' vehicles other than residents' or their visitors' will stop in this street despite the signage. This can be very difficult when one arrives home and is unable to park close by, particularly if a heavy load has to be carried.</p> <p>In Cemetery Hill there are not enough spaces to accommodate all residents' needs. therefore some have to park in Heath Lane. Your proposal will reduce this facility. There is scope for increasing space in Cemetery Hill by reducing the length of double yellows at the junction with South Hill Road where they seem over zealous notwithstanding normal practice. We would urge you to consider this and would be happy to discuss on site if that would help.</p>	
<p>I have tried to respond via website but unable to access page even when joining email consultations- have you succeeded in following through links?</p> <p>So, yes we fully endorse the proposal to restrict parking/loading in Heath Lane near to HL Children's Centre and top of Cemetery Hill. We have experienced many tailbacks where the two lines of parked cars almost overlap.</p>	
<p>With regard to the above, we would like to register our support for the above, but with the following reservation. We are concerned that the reduction in parking spaces in Heath Lane could result in more parents parking their vehicles in our private car park when dropping off and picking up their children from the two schools in Heath Lane.</p> <p>Perhaps the Council could instruct the schools to make it VERY clear to all the parents that they should not park in our car park, and that if they do they may well be subject to a £100 parking fine. Moreover, as they would be parking on private property, not only would they be trespassing, they would also be uninsured.</p>	
<p>I wholeheartedly support the plans to add a yellow lined section to Heath Lane near the junction with Cemetery Hill. For many years now I and my wife have taken our children to school and witnessed drivers driving on the pavement because they can't see if the way is clear. Unfortunately this has become normalised behaviour and now happens pretty much every day. That puts small children walking to school at risk and is teaching them that it is okay for cars to drive along the pavement. This has to stop immediately. It is only a matter of time before someone is injured or worse by this continuing situation.</p> <p>As a nearby resident we do very occasionally make use of the parking bays that will be removed. However, it is very rare. Since the plans were sent to us I have been keeping an eye on the use of the parking bay and every evening I have looked at it it has been empty. I'm not suggesting it is permanently empty, as clearly it fills up with people dropping their children off at school time; but the impact on local residents would be negligible.</p>	

<p>If the loss of 5 car parking spaces is an issue, perhaps 2 could be added to the existing bay on the other side of the road. That would still allow drivers at both ends of the bay to have a clear view before setting off past it and avoid the driving on the pavement.</p>	
<p>I am 100% in support of the proposals to remove the parking bay outside of Heath Lane Nursery as soon as possible. I have been lobbying XXX and other local councillors for over a year for this to happen. It cannot happen soon enough! My children attend South Hill Primary School and The Hemel Hempstead School on Heath Lane which it is a short walk around the corner from where we live on Cemetery Hill. However, it is becoming an increasingly dangerous journey as we are repeatedly witnessing cars driving on the pavement whilst there are pedestrians using it! There is no clear line of sight down this road because of the close proximity of the current bays, which is why cars are being forced to drive dangerously on the pavement. The traffic using Heath Lane has increased significantly over the past few years. South Hill Primary School is increasing to a 2- form entry school where the catchment has become wider and more children are being driven to school. Traffic is set to further increase as there is still another additional 30 children to attend South Hill this Septemtber as the shcool reaches capacity. I understand that The Hemel Hempstead school also on Heath Lane is to increase its capacity by another form in September of this year; resulting in yet more traffic on this already busy road. Removing the bay will allow cars to see ahead before they proceed which will alleviate the need to drive dangerously on the pavement. These bays although put in for residents are hardly used in the evening or during the day by residents.</p>	
<p>We support the introduction of the above proposals, which we hope will put a stop to dangerous kerb-mounting by cars (in particular when children are walking to school), as well as stand-offs, when queues of cars meet each other, with neither side willing to reverse (which then often leads to kerb-mounting).</p>	
<p>'Please accept this email as whole hearted support from myself for the proposed traffic changes/restrictions for Heath Lane. I live at XX Cemetery Hill and have two kids (one goes to South Hill school and the other to Heath Lane Nursery). Quite simply, this traffic problem is a disaster waiting to happen. Even last week a taxi van reversed back during a jam and took up the whole pavement, separating myself and my daughter. He couldn't see little kids in his mirrors. This is just example of many that folk have faced so it comes as a genuine relief and since thanks that this proposal has been raised. I'm also copying in my wife XXX so she can input as she does the school run more often that myself. Once again, great initiative – thank you.'</p>	
<p>'As my husband says we keenly support the proposals regarding Heath Lane to prevent further risk to pedestrians.'</p>	

QUALITY

It is the policy of Project Centre to supply Services that meet or exceed our clients' expectations of Quality and Service. To this end, the Company's Quality Management System (QMS) has been structured to encompass all aspects of the Company's activities including such areas as Sales, Design and Client Service.

By adopting our QMS on all aspects of the Company, Project Centre aims to achieve the following objectives:

- Ensure a clear understanding of customer requirements;
- Ensure projects are completed to programme and within budget;
- Improve productivity by having consistent procedures;
- Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
- Continually improve the standard of service we provide internally and externally;
- Achieve continuous and appropriate improvement in all aspects of the company;

Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.



DOCUMENT CONTROL

Project Centre has prepared this report in accordance with the instructions from Dacorum Borough Council. Project Centre shall not be liable for the use of any information contained herein for any purpose other than the sole and specific use for which it was prepared.

Job Number	Issue	Description	Originator	Checked	Authorised
100005462	01	FINAL REPORT	James Grimsdale 21.06.2019	Richard Plant 04.07.2019	Tim Walker 26.07.2019

File path: G:\Project Centre\Project-BST\1000005462-DBC Heath Lane Parking
Amendments\2 Project Delivery\3 Reports\3 Final Reports

Award Winning

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